

P3 PROJECT MINUTES – NON-JUDICIAL FORMS JULY 14, 2000

Barriers:

- Lack of State forms standards policy– no independent county forms
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Long term goals:

- provide all child support customers with timely and easy access to current and complete information
- consistent forms to our clients

Short term goal:

- process and guideline for forms development

Action Item:

- Acquire forms from different jurisdictions
 - Common to everyone
 - Monthly statement
 - Employment information
- Identify county needs
 - Shift processing of new forms
- Insure timetable for county compliance is in the regulations

Issues:

1. Understandable (for and cp's and ncp's) 6th grade level
 - Simplify
 - Non-threatening
 - Assess different languages
2. What non-judicial forms?
 - Identify form categories
 - Identify customers
3. Diversity of county systems (20 systems)/System capability
4. Seek county buy-in
5. Different county procedures/business requirements and practices
 - Program issues

FINAL ISSUES

1. Identify the customers and types of client communication forms that should be standardized
2. Identify general characteristics of an ideal client communication form
3. Identify county systems and procedures
 - Staff processing of forms
 - Change management
 - Linkage to tickler/case management systems

WORK PLAN/ISSUE # 1

Identify the customers and types of client communication forms that should be standardized

- 1) Develop List Of Who The Customers Are
- 2) Develop List Of Categories
- 3) Develop List Of Most Common Forms By Category
- 4) Develop List Of County Specific Forms
- 5) Determine The Degree To Which Njc Forms Should Be Standardized

WORK PLAN/ISSUE #2

Identify general characteristics of an ideal client communication form

- 1) Develop list of characteristics of an ideal form
- 2) Develop list of legal requirements

WORK PLAN/ISSUE #3

Identify county systems and procedures

- Production and processing of forms
- Change management
- System Conversion issues
 - Linkage to tickler/case management systems

- 1) Identify the essential differences in forms production/processing across counties/systems
- 2) Determine which differences across counties (e.g item #1) will require change
- 3) Identify types of conversion issues which may result from form standardization

ISSUE #2 FOR JULY 18, 2000 (COMPLETION BY END OF DAY)

1. Read LACJ & Regs- ALL
2. Brainstorm character - ALL
3. Review Barnes requirements - JENNY
4. Look at CFR/ACF - LYNN
5. Review Turner - KRISTY
6. Other state guidelines - JULIE
7. PSI (forms information) - JULIE
8. Advocate info services – ROBERT
9. Bulletize law – BILL

ISSUE #1 FOR AUGUST 8, 2000 AND AUGUST 22, 2000

1. List of SACSS forms (review/highlight customer and form categories)
2. Gather forms list and email to members before 8/8/2000– Placer, Fresno, Orange, ARS
3. Develop list of most common forms by category by 8/22
4. Develop list of county specific forms – Robert will research by 8/8 (**table of county specific forms)
5. Determine the degree to which NJC forms should be standardized (for August 22, 2000)

ISSUE #3 FOR SEPTEMBER 5, 2000

1. Research the unique forms production and processing methods (by county)
2. Determine the questions to ask the counties (for 7/18) – ALL
3. Research info re: conversion issues – LYNN & KRISTY

AGENDA SESSION 1 JULY 18, 2000

10:00 – 12:00	RESEARCH AND INFO REPORT
12:00 – 1:00	LUNCH – CHARACTERISTICS LIST
1:00 – 1:30	BRAINSTORM OF LEGAL REQUIREMENTS
1:30 – 2:30	LIST OF LEGAL REQUIREMENTS
2:30 – 3:00	PLAN NEXT MEETING